



GoArmyEd

Supporting Soldier Education

The Way to Get TA Online, Anytime



1 April 08

www.GoArmyEd.com

How to Check your TA Balance

- Click "My Student Record" from your GoArmyEd Homepage
- Click "Account Information"
- Click "Educational" tab. Scroll down to view current year TA spent and TA available

For further TA balance details:

- Click "Before You Enroll in a Course" from your GoArmyEd Homepage
- Click "View TA Detail"
- Click drop-down arrow and select Fiscal Year to view TA spent

How to Drop a Course

Soldiers MUST drop ALL courses THROUGH GoArmyEd before the class end date. Soldiers MUST check with their instructor and/or an ACES Counselor before dropping a class.

- Click "Enroll/Drop from a Course" from your GoArmyEd Homepage
- Click "Withdraw from a Course"
- Select the term for the class start date
- Click "Select" checkbox to choose the class to drop
- Click "Drop Selected Classes" button
- Select "Personal Drop" or "Military Drop" action section
 - Personal Drops: Soldiers MUST repay the TA amount
 - Military Drops (includes emergencies): Soldiers MUST provide the following information:
 - Military Drop Reason/Detailed Explanation
 - Dates of occurrence
 - Unit Commander Name
 - Battalion Commander or first LTC in Chain-of-Command

- Click "Finish Dropping" button

Note: Soldiers who provide false information with the request to waive reimbursement of Army TA are subject to penalty under the Uniform Code of Military Justice (UCMJ)

How to Resolve a Hold

A hold is applied to enforce Army TA regulations. Holds are removed automatically when the issue is resolved.

Some common holds include:

- "F" Failing Grade
- "I" Incomplete Grade
- Army TA GPA less than 2.0
- Admission denied
- Annual Army TA SOU not signed
- Flagged for suspension of favorable personnel action

For more information on holds and how they are resolved, go to your GoArmyEd Homepage and Click "Before you Enroll in a Course" then Click "View Holds"

TA Recoupment

An email notification is sent 30 days before repayment begins except in the case of separation from the Army.

Course costs will be recouped for:

- Failing a course
- Incomplete grade not resolved within 120 days
- Course drop for personal reasons
- Class is not included in the Soldier's degree plan

View TA Recoupment

- To view TA Recoupment, click "After You Enroll in a Course" from your GoArmyEd Homepage. Click "View Recoupment"
- A default payment plan is selected for you
- Your debt will be collected from your military pay over the maximum number of months allowed
- The maximum number of months is calculated not to exceed your Expiration Term of Service (ETS) date AND a minimum monthly payment of \$50
- The hold will be lifted when debt collection begins
- You may change the terms of debt repayment from your military pay to expedite payment

How to Use Your eFile

Scan document and save to computer (e.g., Student Agreements, Statement of Understanding, or Military withdrawal documents).

- Click "My Student Record"
- Click "Account Information"
- Click "eFile" tab
- Click "Browse" to find your file
- Upload file

www.GoArmyEd.com



GoArmyEd is used by...

- Soldiers serving on active duty including mobilized Soldiers

New Users

- Go to www.GoArmyEd.com. Click the "New Users" tab in the top right corner of the screen
- Complete the application. Click "Submit" to receive your username and password
- Complete the Required In-Processing Steps
 - Click "Submit Statement of Understanding"
 - Print SOU
 - Get Commander's signature
 - Follow [How to Use Your eFile](#) to upload your SOU
- Complete Common Application
- Click "Launch Quick Start Training" to complete Soldier Training
- Contact an Army Education Center to activate your GoArmyEd account

TA Requirements

- Your fiscal year TA ceiling is \$4,500 and your per semester hour (SH) cap is \$250
- Maintain an Army TA GPA of 2.0 or higher when using TA

How to Request TA and Enroll in a Course

- Log into www.GoArmyEd.com
- Click "My Virtual Education Center"

- Click "Enroll or Drop/Withdraw from a Course"
- Click "Request TA and Enroll in a Course"
- Review your account information. Click the "Account Information Verified" button
- Click "Continue"
- Select the term for your class start date
- Click "Class Search" radio button
- Click "Search"
- Click "Description of each field" and "Search Examples" links for assistance
- Fill in the fields to search the Course Schedule for classes. Click "Search"
- The Class Search Results screen displays the classes that meet your search criteria
- Click the "Class Details" button before enrolling to review more course information (e.g., course description, SH cost, prerequisites, required course materials and other information)
- Click check mark next to the class number to complete enrollment
- The class information now appears on the Add Classes screen. Click "Proceed to Step 2 of 3"
- The Confirm Classes screen displays with class cost information. Ensure you review the class cost covered by TA and any class cost that you must self-pay. Click "Process Enrollment" or "I Agree To Pay"

Note: Do not X out of page. Click "Cancel Request" if class selection is in error

- If TA does not cover the entire cost of the class, you may be responsible for a portion of the cost. For classes taken

at colleges that have elected to participate in credit card payments, you must self-pay via credit card through GoArmyEd. For other colleges, any self-pay amount will be billed directly by the college

- The View Results screen displays with the status of your enrollment request. If the Status column shows "Success," your enrollment request is submitted successfully, pending final approval from the college. You will receive an email confirming the enrollment

If You Don't Find Your College listed in the Integrated Course Schedule

- A TA Reimbursement Request must be submitted before the course starts
- Follow first nine steps under [How to Request TA and Enroll in a Course](#)
- From the Search Course Schedule screen select "Click Here if you wish to take a class from a college not listed"
- The Add Request TA Reimbursement screen appears. Click magnifying glass next to college field
- Prior to filling in your College Name, click "Lookup" button to view a list of all colleges. Click on your college
- The Add Request TA Reimbursement screen displays. Enter subject code and catalog number of class. Use calendar icon to select class start date. When all fields are populated, click "Add"
- The Request TA Reimbursement form displays. Complete each required field and click "Save"
- When TA Reimbursement Request is approved, you will receive a confirmation email. You must print and send a copy

of the approved TA Reimbursement Request form to the college

- You must self-pay the cost of the class. You will be reimbursed to the same bank account where your military pay is received after a successful grade has been submitted by the college

How to Get Help

- [Soldier Quick Start Training](#) provides complete information and instruction on using TA
- **Reference Documents:**
 - Log into the GoArmyEd portal
 - Click "View Reference Documents" in the Help Resources section
 - Click "Course Enrollment Guide" for enrollment help
- **24/7 Helpdesk:**
 - CONUS toll-free: 1-800-817-9990
 - OCONUS toll-free:
 - Go to www.GoArmyEd.com. Click "Helpdesk" link
 - Click "View OCONUS Helpdesk Numbers" link
- **Create Case from your GoArmyEd Homepage:**
 - Click "Create a Helpdesk Case." Provide a description of your concern/question
 - Email confirmation of your request and the resolution will be sent to your preferred email account
- **Contact an Army Education Counselor:**
 - Click "GoArmyEd" located on the left menu
 - Click "Education Centers"
 - Select your Education Center to obtain contact information